

Department of Veterans Affairs

FCMT Increment 4 v2.0

Training Plan



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Version 1.0

Revision History

Date	Revision	Description	Author
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1. Plan Summary

The Federal Case Management Tool (FCMT) Increment 4 (v2.0) project requires training and support for users accessing the system. This training plan ensures that training and support are available from the point of deployment through the long-term use of FCMT v2.0.

1.1. Purpose

This training plan provides comprehensive information regarding training support for the FCMT v2.0 application and encompassing processes. The plan incorporates curriculum and multi-level training development for the various FCMT v2.0 project components. This training plan also delineates responsibilities and provides a timeline for the development and conduct of required FCMT v2.0 training.

1.2. Background

The Federal Case Management Tool (FCMT) application is a Web-based case management solution built upon the Microsoft Dynamics Customer Relationship Management (CRM) platform. FCMT will be shared among several Department of Veterans Affairs (VA) programs to handle case management. The initial release, FCMT v1.0, was developed specifically to support case management for the Federal Recovery Coordination Program (FRCP) and its processes. In the FCMT v2.0 release, the application will be extended to support case management for the Veterans Benefits Administration (VBA) Casualty Assistance, Chapter 63 Outreach, and Veterans Health Administration (VHA) VHA Liaison programs and processes.

1.3. Stakeholders and Key Personnel

The following table presents the stakeholders and key personnel overseeing this training plan.

Table 1: Stakeholders and Key Personnel

Stakeholder/Key Personnel	Organization	Contact
Business owners	FRCP	FRCP Program Manager, Deputy Director for Benefits, FRCP, or designee

Stakeholder/Key Personnel	Organization	Contact
Business owners	VBA Chapter 63/Casualty	Director, Benefits Assistance Service, VBA Chapter 63 Program Coordinator, Chief of Military Outreach, BAS & supervisory oversight for Casualty (SI/VSI) and Chapter 63, or designee
Business owners	VHA Liaisons	National Director for Care Management & Social Work Service, National VA Liaison Program Manager, Health System Specialist, Care Management & Social Work Services, or designee
Training Team	Office of Information Technology (OIT) Product Development Team, WS FCMT	Warrior Support Program Manager, or designee

1.4. Target Audience

The target audiences for FCMT v2.0 training are end users, super users and trainers (where applicable) from each of the following VA program areas:

- VBA Casualty Assistance
- VBA Chapter 63 Outreach
- VHA Liaisons
- FRCP

The various target audiences possess distinct training needs, and therefore details of training methods and content will require separate discussions for each program in this training plan.

1.4.1. End Users

For all end users, training is geared toward orienting the users to the new application screens and business rules. The training content focuses on how the software supports their program area's specific business process, including specific step-by-step instructions on the software, screen shots to support the instructions, frequently asked

questions (FAQs) and reference materials. Each end user must successfully complete training to understand how to utilize the FCMT application to support their program area's case management requirements.

The following assumptions are made for end users:

- Possess appropriate computer skills and have working knowledge of the Windows Operating System environment
- Have access to the Intranet/Internet to access online training and process/training documentation
- Have access to a remote real-time collaboration system such as the VA Live Meeting, Adobe Connect or similar system

1.4.2. Super Users

For all super users designated by the business units, training is geared toward orienting the super users to their program area's business rules, how to apply any changes to those rules, how to manage their program area data, notifications and workflows, and how to manage their program area's reporting. The content focuses on how the software supports the business rules, specific step-by-step instructions on the software, screen shots to support the instructions, frequently asked questions (FAQs), and reference materials. Each super user must successfully complete training to understand how to manage and report on their program area's information in the new application.

The following assumptions are made for super users:

- Possess appropriate computer skills and have working knowledge of the Windows Operating System environment and of modern computer systems, including reporting
- Have access to the Intranet/Internet to access online training and process/training documentation
- Have access to a remote real-time collaboration system such as the VA Live Meeting, Adobe Connect or similar system

1.4.3. Trainers

For all trainers, training is geared toward orienting the trainers to the business rules involved, changes made to the software, and how to apply any changes. The content focuses on how the software supports the business rules, specific step-by-step instructions on the software, screen shots to support the instructions, frequently asked questions (FAQs), and reference materials. Each trainer must successfully complete training to understand the new processes for their user area of expertise.

The following assumptions are made for trainers:

- Possess appropriate computer skills and have working knowledge of the Windows Operating System environment
- Have access to the Intranet/Internet to access online training and process/training documentation

- Have access to a remote real-time collaboration system such as the VA Live Meeting, Adobe Connect or similar system

2. Plan Scope, Goals, & Objectives

2.1. Scope

This plan encompasses the design, development, and delivery of FCMT v2.0 training to the identified target audiences.

2.2. Goals

The plan supports the following goals:

- Ensure a smooth transition from the Veterans Tracking Application (VTA) to FCMT
- Ensure end users and super users can perform their daily work using the new FCMT application
- Ensure trainers can support ongoing FCMT training needs for the various program areas

2.3. Objectives

This plan supports the following objectives:

- Provide FCMT v2.0 training within budget and the allotted timeframe
- Maximize knowledge transfer to all users
- Minimize learning time required

2.4. Critical Success Factors

The factors that must be met to ensure the successful implementation of the training plan are:

- Adequate funding for the design, development, delivery, and coordination of training
- Adequate time and resources for training of identified target audiences
- Identification and application of appropriate training modalities
- Effective scheduling of training in order to avoid conflict with work schedules
- Delivery of end-user and super-user training close to the implementation of each program area, to minimize any potential knowledge loss

2.5. Training Tracking

N/A

3. Training and Development Life Cycle

Training reinforces the use of best practices to help organizations achieve maximum return from their training efforts. Implementations should strive to develop standard business processes including delivering effective and consistent training.

3.1. Needs Analysis

With a new software deployment, training is necessary because there is a need to know:

- The organizational goals or objectives
- The training gaps
- The capabilities of the students

3.2. Curriculum

The FCMT v2.0 training curriculum is based on the following:

- Target audiences: Attending trainers, end users, and super users
- Prerequisites: Basic knowledge of the process/application

The FCMT v2.0 training delivery options include:

- Interactive lectures and presentations, via virtual sessions
- Exercises
- Discussions

3.2.1. Virtual Trainings

Trainings will be executed via demonstration of FCMT in a virtual environment. A VA Nationwide Teleconferencing System (VANTS) audio conference call will support the Live Meeting or Adobe Connect modality. The VANTS call schedule will coincide with the Live Meeting/Adobe Connect schedule.

3.3. Web Support

All FCMT v2.0 training-related information, supporting training documentation, and related products will reside on the VA Warrior Support SharePoint site for easy access to anyone needing the information or material. Documentation can be retrieved from: <http://vaww.oed.portal.va.gov/products/vler/warriorsupport/FCMT/default.aspx> and <http://oefoif.vssc.med.va.gov/fcmt/Pages/default.aspx> (for VHA Liaisons)

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3.4. Design and Development

The planned training environment utilizes a CRM environment loaded with an up-to-date snapshot of Production VTA data. Changes to the environment during the training exercises do not affect Production.

The FCMT Project Team, using content provided by the FCMT Project Team and other subject matter experts (SMEs), designs and develops FCMT v2.0 training according to the requirements set forth by the project and its customers. The team also designs and develops FCMT v2.0 training in a variety of media and delivery options as appropriate to enhance learning and conserve resources.

3.5. Training Delivery

Training is delivered in a Live Meeting and Adobe Connect setting utilizing a step-by-step approach and providing training documents to reinforce training topics. Training steps are first explained and demonstrated by the trainer, and then each student can follow along at their own pace. Training advisors are available to give individual guidance, as needed. Training methods and content will vary for each program group as follows.

3.5.1. VBA Casualty

FCMT v2.0 training for the VBA Casualty Assistance program users will be offered using the train-the-trainer methodology presented in virtual sessions. The trainers will be identified by the business. Several sessions will be scheduled over a one- to two-week period prior to go-live, allowing the users the flexibility to attend as work schedules permit. The Live Meeting sessions can be recorded for future training reference.

3.5.2. VBA Chapter 63

FCMT v2.0 training for the VBA Chapter 63 Outreach program users will also be offered using the train-the-trainer methodology presented in virtual sessions. The trainers will be identified by the business. Several sessions will be scheduled over a one- to two-week period prior to go-live allowing the users the flexibility to attend as work schedules permit.

3.5.3. VHA Liaison

FCMT v2.0 training for the VHA Liaison program users will be offered in virtual sessions. Several sessions will be scheduled over a one- to two-week period prior to go-live allowing the users the flexibility to attend as work schedules permit.

3.5.4. FRCP

A training refresher for all Federal Recovery Coordinators (FRCs) will be presented in an off-site, virtual session. Several single-session training meetings will be offered to accommodate work schedules.

3.6. Evaluation and Update

Training for FCMT evolves, so it is critical to establish an evaluation methodology that measures efficacy and provides effective reporting mechanisms. The evaluation feedback forms enable trainers and leadership to continuously modify and improve training to meet the FCMT business objectives.

4. Training Deliverables

Table 2: Training Deliverables

Project Deliverables	Responsible Party
FCMT v2.0 Training Plan	FCMT Project Team
Review and Sign-off Training Documentation	VHA Liaison, VBA Chapter 63, VBA Casualty and FRCP Leadership Teams
Conduct Training Sessions	FCMT Project Team
Business-specific Training Materials (for each program): <ul style="list-style-type: none">• Training Agendas/Schedules• Training Labs – application examples used to facilitate training sessions• Updated FCMT User Guide – customized walkthroughs based on the application and its support of the business processes• Updated FCMT Administrators Guide – outlines how business leadership can manage users, roles, look up data, etc.	FCMT Project Team

5. Resources

5.1. Instructors/Facilitators

The FCMT Product Delivery Team coordinates the scheduling and delivery of the FCMT v2.0 training. Project staff serves as training SMEs and presenters.

5.2. Media

All media is provided electronically to participants prior to the training, giving the participants the opportunity to print the materials if desired.

5.3. Equipment

The equipment necessary to perform this training includes the following:

- A microphone and speakers or headphones if using the online voice capabilities.
- A telephone with speakerphone if using conference calling.
- (optional) A printer to print copies of the training materials.

5.4. Sites

N/A

5.5. Facility

N/A

5.6. Distribution or Shipping

N/A

6. Schedule

The following table presents the training development milestones and planned completion dates.

Table 3: Training Schedule with Milestones**

Milestone	Planned Completion Date	Revised Completion Date	Actual Completion Date
Gain concurrence for FCMT v2.0 training plan project staff and stakeholders/ customers	3/30/13	TBD	TBD
Develop content	3/30/13	TBD	TBD
Provide training content to SMEs for review and revision	4/19/13	TBD	TBD
Revise training content based on SME feedback	4/30/13	TBD	TBD
Deliver final FCMT v2.0 training to identified target audiences:			
a. FRCP Training	6/4/13	TBD	TBD
b. VHA Training	6/14/13	TBD	TBD
c. VBA Casualty/Chapter 63 Training	6/28/13	TBD	TBD
Analyze/report results from training delivery	30 days after Training Date	TBD	TBD

**Dates within this table are dependent on Training Execution tasking being added to new Warrior Support Development Contract (see Table 4, Section 8 below)

7. Metrics

For the delivery of the FCMT v2.0 training, the SME presenters collect and report the following measures:

- Total number of participants trained
- Total number of training hours
- Total number of courses offered
- Number of participants trained by course
- Time spent in delivery of courses
- Customer evaluation of course/module delivered

8. Risks and Constraints

8.1. Risks

The FCMT project team has identified the following risks associated with the implementation of this training plan. The risks are described in terms of potential impact, response activities, and contingency plans. Response to risks falls into three categories:

- Mitigation: Activities undertaken to prevent or reduce the negative impact of an unfavorable risk event
- Avoidance: Activities undertaken to eliminate a threat, an undesirable event or problem
- Acceptance: A decision to manage the risk as falling within an acceptable risk tolerance range

The risk assessment matrix specifies a contingency for each risk (i.e., an alternative strategy to avoid a negative impact and ensure project success).

The following tables present the identified risks, including the impact, appropriate response, and contingency plans.

Table 4: Lack of Training Execution Tasking in Current Warrior Support Contracts

Risk Description	No tasking for Training Execution in current Warrior Support contracts
Potential Impact	Training cannot be executed by the FCMT Project Team if tasking does not exist in contract.
Response	Mitigation: Tasking for Training Execution has been included as part of PWS for CACI Development Contract that is anticipated to be awarded by 5/2/13.

Table 5: Lack of Training Material Prep Deliverable in Current Warrior Support Contracts

Risk Description	No deliverable for Training Material Prep in current Warrior Support contracts
Potential Impact	If Training Materials are not produced prior to Training Sessions, then effectiveness of Training Sessions will decrease.
Response	Mitigation: FCMT Project team will produce Training Materials as time allows.

Table 6: Attendance

Risk Description	Lack of Participation
Potential Impact	FCMT users should be dedicated to the full schedule of the training sessions.
Response	Avoidance: Attendance should be mandatory.
Contingency	Multiple virtual sessions will be available to allow for broadest audience participation.

8.2. Constraints

The FCMT Product Delivery Team has identified the following constraints with the implementation of this training plan.

- **Funding:** Funding must be available to provide resources to conduct training.
- **Resource availability:** Project team resources must be available to conduct training.
- **Time:** Proper time must be given before, during, and after the Go-Live training to participants.
- **Culture:** Top managers must hold the entire leadership team accountable for the proper attitudes toward successfully implementing the training and for system users participating/attending/completing the training.

Approval Signatures

This section is used to document the approval of the FCMT v2.0 Training Plan during the Formal Review.

X

Dick Rickard
Warrior Support Program Manager & IPT Chair

X

Carol Sheets
Business Sponsor/VHA Acting Chief Consultant

X 

Robert T. Reynolds
Business Sponsor/Director, BAS

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